



Freezer
User manual



BVF404W



EN /
58 5791 0000/AE

**Dear Customer,
Please read this user manual before using the product.**

Thank you for preferring this product. We hope that you get the best results from your product which has been manufactured with high quality and state-of-the-art technology.. Therefore, please read this entire user manual and all other accompanying documents before using the product.

Follow all warnings and information in the user manual. Thus, you can protect yourself and your product against potential dangers.

Keep the user manual. If you handover the product to someone else, give the user manual as well.

The following symbols are used throughout this user manual:



Danger that may result in death or injury.

NOTICE Danger that may result in damage to the product or its surroundings.












Important information or useful hints about usage.



Read the user manual.

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1 Safety Instructions

- This section contains safety instructions that will help you to be protected against risks of personal injury or property damage.
- The Manufacturer shall not be responsible for damages that may arise when these instructions are not followed.

 Installation and repair procedures must always be performed by the manufacturer, authorised service agent or a qualified person specified by the importer.

 Only use original parts and accessories.

 Do not repair or replace any part of the product unless specified expressly in the user manual.

 Do not make any technical modifications to the product.

1.1 Intended Use

- This product is not suitable for commercial use and it must not be used out of its intended use.

This product is designed to be used in houses and indoor places.

For example:

- Personnel kitchens in stores, offices and other working environments,
- Farm houses,
- Areas used by customers at hotels, motels and other types of accommodation,
- Bed&breakfast type hotels, boarding-houses,
- Catering and similar non-retail applications.

This product should not be used outdoors with or without a tent above it such as boats, balconies or terraces. Do not expose the product to rain, snow, sun or wind.

There is the risk of fire!

1.2 Safety for children, vulnerable persons and pets

- This product can be used by children at and above 8 years old and by persons with limited physical, sensory or mental capabilities or who lack experience and knowledge provided that they are supervised or trained on the safe use of the product and the risks it brings out.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating products.
- Electrical products are dangerous for children and pets. Children and pets must not play with, climb or enter the product.
- Cleaning and user maintenance should not be performed by children unless they are supervised by someone.
- Keep packaging materials away from children. There is the risk of injury and suffocation!
- Before disposing of the old or obsolete product:
 1. Unplug the product by gripping from the plug.
 2. Cut the power cable and remove it from the appliance together with its plug
 3. Do not remove the shelves or drawers so that it is harder for children to enter the product.
 4. Remove the doors.

Safety instructions

5. Keep the product in a way that it will not tip over.
6. Do not allow children play with the old product.
 - Never throw the product into fire for disposal. There is the risk of explosion!
 - If there is a lock on the door of the product, the key should be kept out of the reach of children.

1.3 Electrical safety

- The product must be unplugged during installation, maintenance, cleaning, repairing and moving procedures.
- If the power cable is damaged, it must be replaced by a qualified person specified by the manufacturer, authorised service agent or importer in order to avoid potential dangers.
- Do not squeeze the power cable under or behind the product. Do not place heavy objects on the power cable. Power cable must not be bent excessively, pinched or get in contact with any heat source.
- Do not use extension cords, multi-sockets or adapters to operate the product.
- Portable multi-sockets or portable power sources can overheat and cause fire. Therefore, do not keep any multi-sockets behind or near the product.
- Plug must be easily accessible. If this is not possible, the electrical installation to which the product is connected must contain a device (such as a fuse, switch, circuit breaker, etc.) which conforms to the electrical regulations and disconnects all poles from the grid.

- Do not touch the power plug with wet hands.
- Remove the plug from the socket by gripping the plug and not the cable.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance

1.4 Transportation safety

- Product is heavy; do not move it alone.
- Do not hold its door when moving the product.
- Pay attention not to damage the cooling system or the piping during transportation. If the piping is damaged, do not operate the product and call the authorised service agent.

1.5 Installation safety

- Call the authorised service agent for installation of the product. To make the product ready for use, check the information in the user manual to make sure that the electricity and water installations are suitable. If they are not, call a qualified electrician and plumber to have the necessary arrangements made. Otherwise, there is the risk of electric shock, fire, problems with the product, or injury!
- Prior to installation, check if the product has any defects on it. If the product is damaged, do not have it installed.
- Place the product on a clean, flat and solid surface and balance it with adjustable feet. Otherwise, the

Safety instructions

product may tip over and cause injuries.

- The installation location must be dry and well ventilated. Do not place carpets, rugs or similar covers under the product. Insufficient ventilation causes the risk of fire!
- Do not cover or block the ventilation openings. Otherwise, power consumption increases and your product may get damaged.
- Product must not be connected to supply systems such as solar power supplies. Otherwise, your product may get damaged due to sudden voltage changes!
- The more refrigerant a refrigerator contains, the larger the installation location must be. If the installation location is too small, flammable refrigerant and air mixture will accumulate in cases of refrigerant leakage in cooling system. The required space for each 8 gr of refrigerant is 1 m³ minimum. The amount of refrigerant in your product is indicated on the Type Label.
- Product must not be installed in places exposed to direct sunlight and it must be kept away from heat sources such as hobs, radiators, etc.

If it is inevitable to install the product close to a heat source, a suitable insulation plate must be used in between and the following minimum distances must be kept to the heat source:

- Minimum 30 cm away from heat sources such as hobs, ovens, heater units or stoves,
- Minimum 5 cm away from electric ovens.
- Protection class of your product is Type I. Plug the product in a

grounded socket that conforms the voltage, current and frequency values stated on the type label of the product. The socket must be equipped with a 10 A - 16 A circuit breaker. Our company shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the local and national regulations.

- Product must not be plugged in during installation. Otherwise, there is the risk of electric shock and injury!
- Do not plug the product in sockets that are loose, dislocated, broken, dirty, greasy or bear the risk of getting in contact with water.
- Route the power cable and hoses (if any) of the product in a way that they do not cause risk of tripping over.
- Exposing the live parts or power cable to humidity may cause short circuit. Therefore, do not install the product in places such as garages or laundry rooms where humidity is high or water may splash. If the refrigerator gets wet with water, unplug it and call the authorised service agent.
- Never connect your refrigerator to energy saving devices. Such systems are harmful to your product.

1.6 Operational safety

- Never use chemical solvents on the product. There is the risk of explosion!
- If the product malfunctions, unplug it and do not operate until it is repaired by the authorised service agent. There is the risk of electric shock!
- Do not place flame sources (lit candles, cigarettes, etc.) on or close to the product.

Safety instructions

- Do not climb on the product. There is the risk of falling and getting injured!
- Do not damage the pipes of the cooling system with sharp or penetrating objects. The refrigerant that might come out when the refrigerant pipes, pipe extensions or surface coatings are punctured causes skin irritations and eye injuries.
- Unless recommended by the manufacturer, do not place or use electrical devices inside the refrigerator/deep freezer.
- Be careful not to trap your hands or any other part of your body in the moving parts inside the refrigerator. Pay attention not to squeeze your fingers between the door and the refrigerator. Be careful when opening and closing the door particularly if there are children around.
- Never eat ice cream, ice cubes or frozen food right after removing them from the refrigerator. There is the risk of frostbite!
- When your hands are wet, do not touch the inner walls or metal parts of the freezer or the food stored therein. There is the risk of frostbite!
- Do not place tins or bottles that contain carbonated drinks or freezable liquids in the freezer compartment. Tins and bottles may burst. There is the risk of injury and material damage!
- Do not place or use flammable sprays, flammable materials, dry ice, chemical substances or similar heat-sensitive materials near the refrigerator. There is the risk of fire and explosion!
- Do not store explosive materials that contain flammable materials, such as aerosol cans, in your product.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer
- Do not place containers filled with liquid onto the product. Splashing water on an electrical part may cause electric shock or the risk of fire.
- This product is not intended for storing medicines, blood plasma, laboratory preparations or similar medical substances and products subject to Medical Products Directive.
- Using the product against its intended purpose may cause the products stored inside it to deteriorate or spoil.
- If your refrigerator is equipped with blue light, do not look at this light with optical tools. Do not stare at UV LED lamp directly for a long time. Ultraviolet light may cause eye strain.
- Do not overload the product. Objects in the refrigerator may fall down when the door is opened, causing injury or damage. Similar problems may arise if any object is placed onto the product.
- To avoid injuries, make sure that you have cleaned all the ice and water that may have fallen or splashed on the floor.
- Change the position of the shelves/ bottle holders on the door of your refrigerator only when they are empty. There is the risk of injury!
- Do not place objects that can fall down/tip over onto the product. Such objects may fall down when the door is opened and cause injuries and/or material damage.
- Do not hit or exert excessive force on glass surfaces. Broken glass may cause injuries and/or material damage.

Safety instructions

- Cooling system of your product contains R600a refrigerant: Type of the refrigerant used in the product is indicated on the type label. This refrigerant is flammable. Therefore, pay attention not to damage the cooling system or the piping while the product is in use. If the piping is damaged:
 - Do not touch the product or the power cable,
 - Keep away potential sources of fire that may cause the product to catch fire.
 - Ventilate the area where the product is located. Do not use fans.
 - Call the authorised service agent.
- If the product is damaged and you see refrigerant leak, please stay away from the refrigerant. Refrigerant may cause frostbite in case of skin contact.

For products with a Water Dispenser/Ice Machine

- Use only potable water. Do not fill the water tank with any liquids -such as fruit juice, milk, carbonated beverages or alcoholic drinks- that are not suitable for use in the water dispenser.
- There is the risk for health and safety!
- Do not allow children play with the water dispenser or ice machine (Icematic) in order to prevent accidents or injuries.
- Do not insert your fingers or other objects into the water dispenser hole, water channel or ice machine container. There is the risk of injury or material damage!

1.7 Maintenance and cleaning safety

- Do not pull from the door handle if you need to move the product for cleaning purposes. Handle may break and cause injuries if you exert excessive force on it.
- Do not spray or pour water on or inside the product for cleaning purposes. There is the risk of fire and electric shock!
- Do not use sharp or abrasive tools when cleaning the product. Do not use household cleaning products, detergent, gas, gasoline, thinner, alcohol, varnish etc.
- Only use cleaning and maintenance products inside the product that are not harmful for food.
- Never use steam or steam assisted cleaners to clean or defrost the product. Steam gets into contact with the live parts in your refrigerator, causing short circuit or electric shock!
- Make sure that no water enters the electronic circuits or lighting elements of the product.
- Use a clean and dry cloth to wipe the foreign materials or dust on the pins of the plug. Do not use a wet or damp cloth to clean the plug. There is the risk of fire and electric shock!

1.8 HomeWhiz

- When you operate your product through HomeWhiz application, you must observe the safety warnings even when you are away from the product. You must also follow the warnings in the application.

1.9- Lighting

- Call the authorised service when it is required to replace the LED/bulb used for lighting.

2 Environment instructions

2.1. Compliance with the WEEE Directive and Disposing of the Waste Product:

This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).



This symbol indicates that this product shall not be disposed with other household wastes at the end of its service life.

Used device must be returned to official collection point for recycling of electrical and electronic devices. To find these collection systems please contact to your local authorities or retailer where the product was purchased. Each household performs important role in recovering and recycling of old appliance. Appropriate disposal of used appliance helps prevent potential negative consequences for the environment and human health.

2.2. Compliance with RoHS Directive

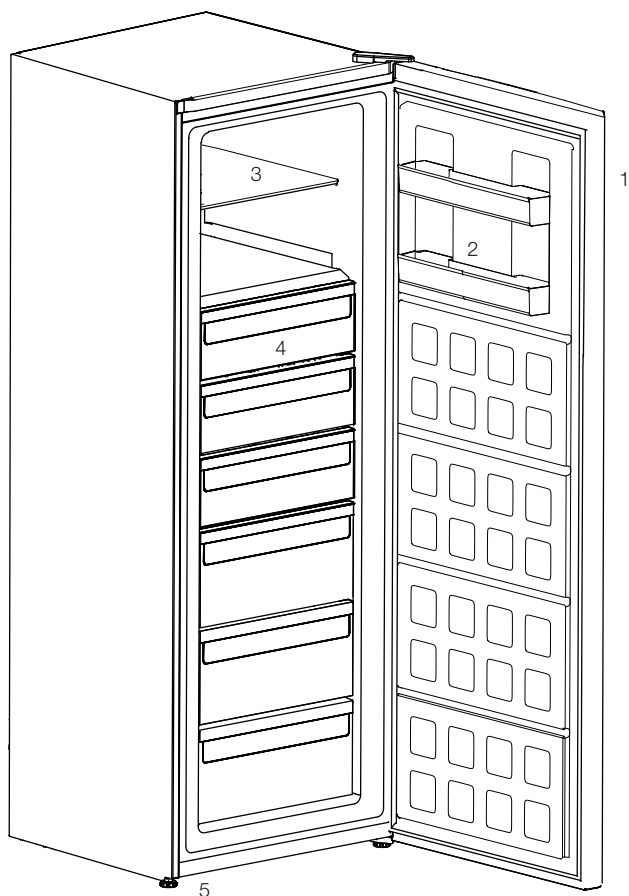
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

2.3. Package information



Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

3 Your Freezer





1. Control Panel
2. Door shelf
3. Glass shelves
4. Drawers
5. Adjustable front feet



Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

4.1 Appropriate Installation Location

Contact an Authorized Service for the installation of the product. In order to prepare the product for use, refer the information in the user manual and ensure that electrical installation and water installation are appropriate. If not, call a qualified electrician and technician to have any necessary arrangements carried out.

| | |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | WARNING: Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorized persons. |
|  | WARNING: Product must not be plugged in during installation. Otherwise, there is the risk of death or serious injury! |
|  | WARNING: If the door clearance of the room where the product shall be placed is so tight to prevent passing of the product, remove the door of the room and pass the product through the door by turning it to its side; if this does not work, contact the authorized service. |

- Place the product on an even floor surface to prevent jolts.
- Install the product at least 30 cm away from heat sources such as hobs, heater cores and stoves and at least 5 cm away from electrical ovens.
- Product must not be subjected to direct sun light or kept in humid places.

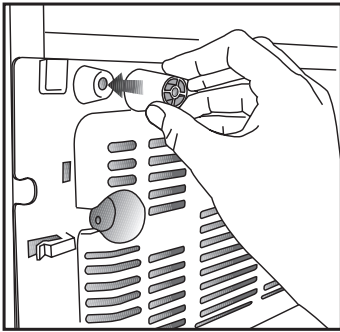
- Appropriate air ventilation must be provided around your product in order to achieve an efficient operation. If the product is to be placed in a recess in the wall, pay attention to leave at least 5 cm distance with the ceiling and side walls.
- Your product requires adequate air circulation to function efficiently. If the product will be placed in an alcove, remember to leave at least 5 cm clearance between the product and the ceiling, rear wall and the side walls.
- Check if the rear wall clearance protection component is present at its location (if provided with the product). If the component is not available, or if it is lost or fallen, position the product so that at least 5 cm clearance shall be left between the rear surface of the product and the wall of the room. The clearance at the rear is important for efficient operation of the product.

Installation

4.2 Installing the Plastic Wedges

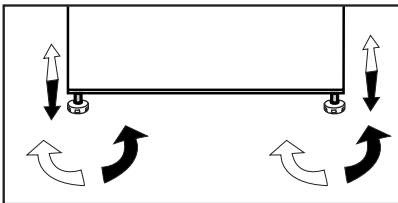
Plastic wedges supplied with the product are used to create the distance for the air circulation between the product and the rear wall.

1. To install the wedges, remove the screws on the product and use the screws supplied together with the wedges.
2. Insert the 2 plastic wedges onto the rear ventilation cover as illustrated in the figure.



4.3 Adjusting the Feet

If the product stands unbalanced after installation, adjust the feet on the front by rotating them to the right or left.



4.4 Electrical Connection



WARNING: Do not make connections via extension cables or multi-plugs.



WARNING: Damaged power cable must be replaced by the Authorized Service Agent.



If two coolers are to be installed side by side, there should be at least 4 cm distance between them.

- The Manufacturer shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the national regulations.
- Power cable plug must be within easy reach after installation.
- Connect your refrigerator to a grounded outlet rated for a voltage value of 220-240V /50 Hz. Outlet shall have 10 to 16A fuse.
- Do not extension cords or cordless multiple outlets between your product and the wall outlet.

4.5 Door Open Warning

*May not be available in all models

An audio warning signal will be given when the door of your product is left open for at least 1 minute. This warning will be muted when the door is closed or any of the display buttons (if any) are pressed.

4.6 Changing the illumination lamp

To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

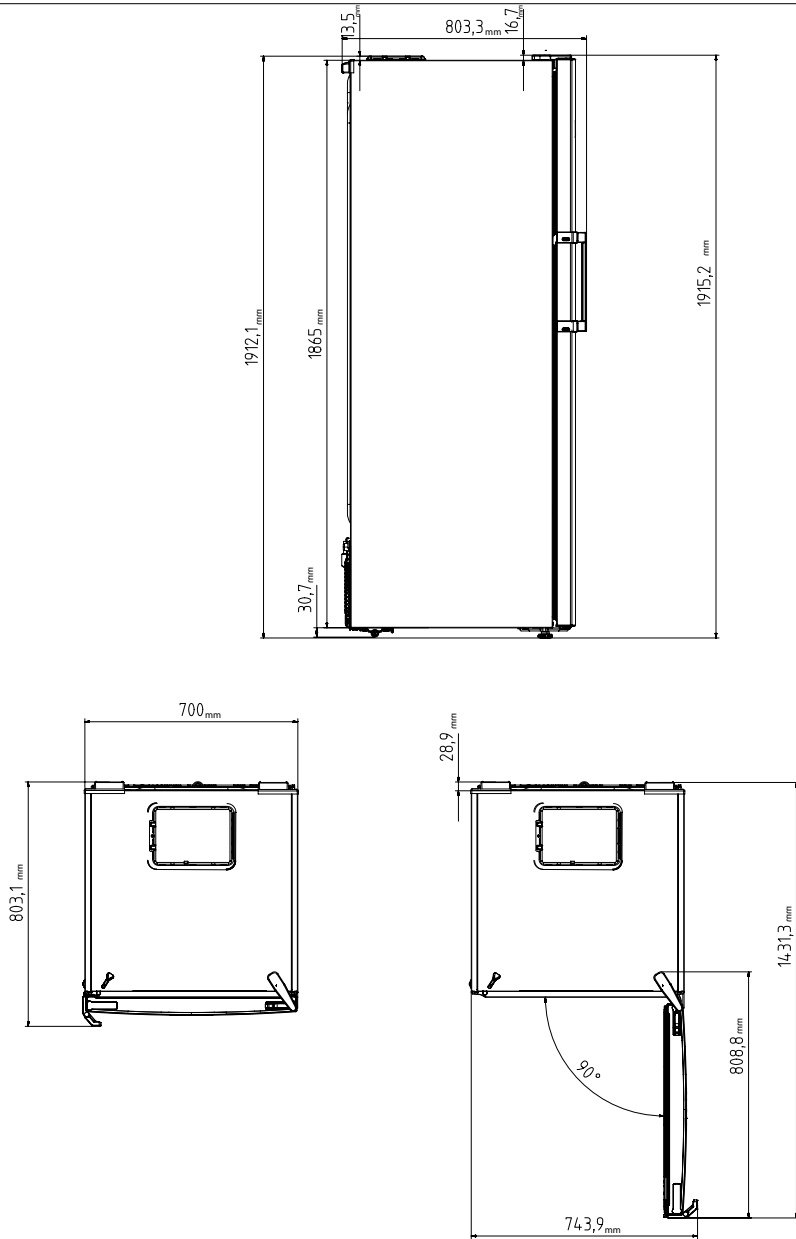
The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way. The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20 °C.

(only chest and upright freezer)

4.7 Changing the door opening direction

Door opening direction of your refrigerator can be changed according to the place you are using it. If this is necessary, please call your nearest Authorized Service.

Installation



5 Preliminary preparation

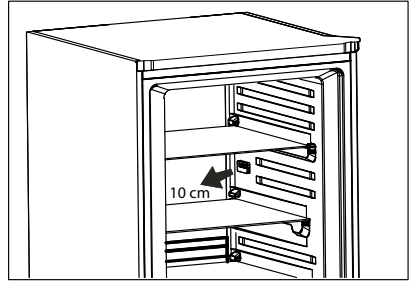
5.1. What to do for energy saving



Connecting the product to electronic energy-saving systems is harmful, as it may damage the product.

- For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance.
- Do not keep the refrigerator doors open for long periods.
- Do not place hot food or beverages into the refrigerator.
- Do not overfill the refrigerator; blocking the internal air flow will reduce cooling capacity.
- In order to load the maximum quantity of food into the cooler compartment of your refrigerator, the upper drawers should be taken out and the food should be placed onto the wire/glass shelves. Net volume and energy consumption information declared in the energy label of your refrigerator was tested by taking out the upper drawers in the cooler department and the ice bucket, which is easily removable by hand.

- Food packages should not be in direct contact with the heat sensor located in the cooler compartment. The food should be 10 cm away from the sensor. In case of contact with the sensor, energy consumption of the device may increase.



5.2. First Use

Before using your refrigerator, make sure the necessary preparations are made in line with the instructions in "Safety and environment instructions" and "Installation" sections.

- Keep the product running without placing any food inside for 6 hours and do not open the door, unless absolutely necessary.
- The temperature change caused by opening and closing of the door while using the product may normally lead to frost deposit, icing and condensation on food placed on door/body shelves and glass containers placed in the product.



A sound will be heard when the compressor is engaged. It is normal to hear sound even when the compressor is inactive, due to the compressed liquids and gasses in the cooling system.



It is normal for the front edges of the refrigerator to be warm. These areas are designed to warm up in order to prevent condensation.

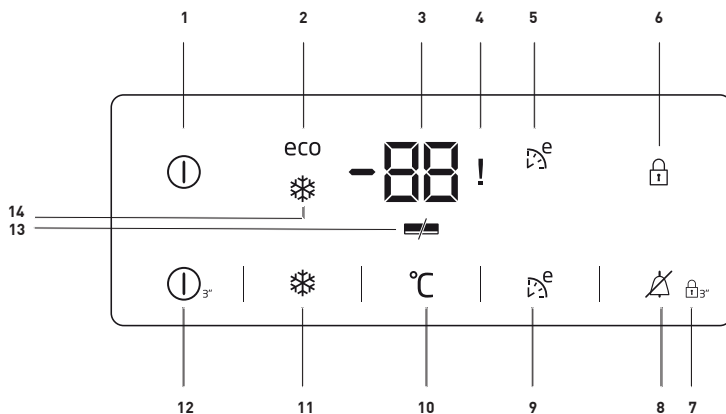


For some models, indicator panel turns off automatically 1 minutes after the door closes. It will be reactivated when the door is open or any button is pressed.

- Since hot and humid air will not directly penetrate into your product when the doors are not opened, your product will optimize itself in conditions sufficient to protect your food. Functions and components such as compressor, fan, heater, defrost, lighting, display and so on will operate according to the needs to consume minimum energy under these circumstances.

6 Operating the product

6.1 Indicator panel



1. On/Off Indicator:

This icon (ⓘ) comes on when the freezer is turned off. All the other icons turn off.

2. Economic Usage Indicator:

This icon (eco) comes on when the Freezer Compartment is set to -18°C which is the most economical set value. Economic Usage Indicator turns off when the Quick Fridge or Quick Freeze function is selected.

3. Freezer Compartment Temperature Setting Indicator:

Indicates the temperature set for the Freezer Compartment.

4. Power failure/High temperature / error warning indicator :

This light (ⓘ) illuminates during power failure, high temperature failures and error warnings. During sustained power failures, the highest temperature that the freezer compartment reaches will flash on the digital display.

5. Eco Extra Indicator:

This icon (eco) lights up when this Function is active.

6. Key Lock Indicator:


This icon (ⓘ) lights up when the Key Lock mode is activated.




Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

Operating the product

7.Key Lock Mode:


Press Key Lock () button continuously for 3 seconds. Key lock icon will light up and key lock mode will be activated. Buttons will not function if the Key Lock mode is active. Press Key Lock button continuously for 3 seconds again. Key lock icon will turn off and the key lock mode will be exited.

8- Alarm off warning:

In case of power failure/high (!) , after checking the food located in the freezer compartment press the alarm off button () to clear the warning.

High Temperature Alarm may also be cleared by other keys than the On/Off key.


9.Eco Extra Function:

Press the Eco Extra button () for 3 seconds to activate Eco Extra Function when going on holiday for instance. Freezer will start operating in the most economic mode at around 6 hours later and the economic usage indicator will turn on when the function is active.

10.Freezer Set Function:


This function (°C) allows you to change the Freezer compartment temperature setting. Press this button to set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24, respectively.

11.Quick Freeze Function:


Quick Freeze indicator () turns on when the Quick Freeze function is on. Press Quick Freeze button again to cancel this function. Quick Freeze indicator will turn off and normal settings will be resumed.

Quick Freeze function will be cancelled automatically 52 hours later if you do not cancel it manually. If you want to freeze plenty amount food, press Quick Freeze button before you place the food into the freezer compartment.

12.On/Off Function:

This function () allows you to make the Fridge turn off when pressed for 3 seconds. The fridge could be turned on by pressing On/Off button for 3 seconds again .


13.Energy Saving Indicator :

If the product doors are kept closed for a long time energy saving function is automatically activated and energy saving symbol is illuminated. ()

When energy saving function is activated, all symbols on the display other than energy saving symbol will turn off. When the Energy Saving function is activated, if any button is pressed or the door is opened, energy saving function will be canceled and the symbols on display will return to normal.

Energy saving function is activated during delivery from factory and cannot be canceled.

14.Quick Freeze Indicator :

This icon () comes on when the Quick Freeze function is on.

6.2 Freezing fresh food

- Wrap or cover the food before placing them in .
 - Hot food must cool down to the room temperature before putting them in the refrigerator.
 - The foodstuff that you want to freeze must be fresh and in good quality.
 - Foodstuff must be divided into portions according to the family's daily or meal based consumption needs.
 - Foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.
 - Materials to be used for packagings must be resistant to cold and humidity and they must be airtight. The packaging material of the food must be at a sufficient thickness and durability. Otherwise the food hardened due to freezing may puncture the packaging. It is important for the packaging to be closed securely for safe storage of the food.
 - Frozen food must be used immediately after they are thawed and they should never be re-frozen.
 - Please observe the following instructions to obtain the best results.
1. Activate the fast freezing function by pressing the «Fast Freeze» button 24 hours before loading the food to be frozen.
 2. 24 hours after pressing the button, place your hot food in the first and second shelves of the product.
 3. The fast freezing function will be automatically inactivated after 52 hours.
 4. Do not try to freeze a large quantity of food at a time. Within 24 hours, this product can freeze the maximum food quantity specified as «Freezing Capacity ... kg/24 hours» on its type label. It is not convenient to put more unfrozen/fresh foods than the quantity specified on the label.
 5. When you put unfrozen food in the product, place them in a way that they do not contact with frozen food. A cool-pack may be placed on foods on the 3rd shelf from top to bottom to prevent heating.
 6. Ensure that raw food do not contact with cooked food in the refrigerator.

Operating the product

| Cooler Compartment Settings | Remarks |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -20°C | This is the default, recommended setting. |
| -21, -22, -23 or -24°C | These settings are recommended when the ambient temperature is higher than 30°C or when you think the refrigerator is not cool enough due to frequent opening and closing of the door. |
| Fast Freezing | Use when you want to freeze your food in a short time. Recommended for maintaining the quality of meat and fish products. |

6.3 Recommendations for preservation of frozen food

- Pre-packed commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions in a frozen food storage compartment.

- To ensure that the high quality supplied by the frozen food manufacturer and the food retailer is maintained, following points should be noted:

1. Put packages in the freezer as quickly as possible after purchase.

2. Ensure that contents of the package are labeled and dated.

3. Do not exceed "Use By", "Best Before" dates on the packaging.

Defrosting

The freezer compartment defrosts automatically.

6.4 Deep-freeze information

Food must be frozen as rapidly as possible when they are put in the freezer in order to keep them in good quality.

It is possible to preserve the food for a long time only at -18°C or lower temperatures.

You can keep the freshness of food for many months (at -18°C or lower temperatures in the deep freeze).

WARNING!

- Foodstuff must be divided into portions according to the family's daily or meal based consumption needs.

- Foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.

Materials necessary for packaging:

- Cold resistant adhesive tape
- Self-adhesive label
- Rubber rings
- Pen

Materials to be used for packaging the foodstuff must be tear-proof and resistant to cold, humidity, dour, oils and acids.

Foodstuff to be frozen should not be allowed to come in contact with the previously frozen items to prevent their partial thawing. Thawed out food must be consumed and must not be frozen again.

Cleaning your fridge at regular intervals will extend the service life of the product.

**WARNING:**

Unplug the product before cleaning it.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp and abrasive tools, soap, household cleaners, detergent and wax polish for cleaning.
- For non-No Frost products, water drops and frosting up to a fingerbreadth occur on the rear wall of the Fridge compartment. Do not clean it; never apply oil or similar agents on it.
- Only use slightly damp microfiber cloths to clean the outer surface of the product. Sponges and other types of cleaning cloths may scratch the surface
- Dissolve one teaspoon of bi-carbonate in half litre of water. Soak a cloth with the solution and wrung it thoroughly. Wipe the interior of the refrigerator with this cloth and the dry thoroughly.
- Make sure that no water enters the lamp housing and other electrical items.
- If you will not use the refrigerator for a long period of time, unplug it, remove all food inside, clean it and leave the door ajar.
- Check regularly that the door gaskets are clean. If not, clean them.
- To remove door and body shelves, remove all of its contents.
- Remove the door shelves by pulling them up. After cleaning, slide them from top to bottom to install.

- Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.

7.1 Avoiding bad odours

- Materials that may cause odour are not used in the production of our refrigerators. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the refrigerator as required can bring forth the problem of odour. Pay attention to following to avoid this problem:
- Keeping the refrigerator clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the refrigerator with bi-carbonate dissolved in water every few months. Never use detergents or soap.
- Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Never keep the food that have passed best before dates and spoiled in the refrigerator.

7.2 Protecting the plastic surfaces

Do not put liquid oils or oil-cooked meals in your refrigerator in unsealed containers as they damage the plastic surfaces of the refrigerator. If oil is spilled or smeared onto the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

8 Troubleshooting

Check this list before contacting the service. Doing so will save you time and money. This list includes frequent complaints that are not related to faulty workmanship or materials. Certain features mentioned herein may not apply to your product.

The refrigerator is not working.

- The power plug is not fully settled. >>> Plug it in to settle completely into the socket.
- The fuse connected to the socket powering the product or the main fuse is blown. >>> Check the fuses.

Condensation on the side wall of the cooler compartment (MULTI ZONE, COOL, CONTROL and FLEXI ZONE).

- The door is opened too frequently >>> Take care not to open the product's door too frequently.
- The environment is too humid. >>> Do not install the product in humid environments.
- Foods containing liquids are kept in unsealed holders. >>> Keep the foods containing liquids in sealed holders.
- The product's door is left open. >>> Do not keep the product's door open for long periods.
- The thermostat is set to too low temperature. >>> Set the thermostat to appropriate temperature.

Compressor is not working.

- In case of sudden power failure or pulling the power plug off and putting back on, the gas pressure in the product's cooling system is not balanced, which triggers the compressor thermic safeguard. The product will restart after approximately 6 minutes. If the product does not restart after this period, contact the service.

- Defrosting is active. >>> This is normal for a fully-automatic defrosting product. The defrosting is carried out periodically.
- The product is not plugged in. >>> Make sure the power cord is plugged in.
- The temperature setting is incorrect. >>> Select the appropriate temperature setting.
- The power is out. >>> The product will continue to operate normally once the power is restored.

The refrigerator's operating noise is increasing while in use.

- The product's operating performance may vary depending on the ambient temperature variations. This is normal and not a malfunction.

The refrigerator runs too often or for too long.

- The new product may be larger than the previous one. Larger products will run for longer periods.
- The room temperature may be high. >>> The product will normally run for long periods in higher room temperature.
- The product may have been recently plugged in or a new food item is placed inside. >>> The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside. This is normal.
- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.
- The doors were opened frequently or kept open for long periods. >>> The warm air moving inside will cause the product to run longer. Do not open the doors too frequently.

Troubleshooting

- The freezer or cooler door may be ajar. >>> Check that the doors are fully closed.
- The product may be set to temperature too low. >>> Set the temperature to a higher degree and wait for the product to reach the adjusted temperature.
- The cooler or freezer door gasket may be dirty, worn out, broken or not properly settled. >>> Clean or replace the gasket. Damaged / torn door gasket will cause the product to run for longer periods to preserve the current temperature.

The freezer temperature is very low, but the cooler temperature is adequate.

- The freezer compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

The cooler temperature is very low, but the freezer temperature is adequate.

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

The food items kept in cooler compartment drawers are frozen.

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

The temperature in the cooler or the freezer is too high.

- The cooler compartment temperature is set to a very high degree. >>> Temperature setting of the cooler compartment has an effect on the temperature in the freezer compartment. Wait until the temperature of relevant parts reach the sufficient level by changing the temperature of cooler or freezer compartments.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently.
- The door may be ajar. >>> Fully close the door.
- The product may have been recently plugged in or a new food item is placed inside. >>> This is normal. The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside.
- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.

Shaking or noise.

- The ground is not level or durable. >>> If the product is shaking when moved slowly, adjust the stands to balance the product. Also make sure the ground is sufficiently durable to bear the product.
- Any items placed on the product may cause noise. >>> Remove any items placed on the product.

The product is making noise of liquid flowing, spraying etc.

- The product's operating principles involve liquid and gas flows. >>> This is normal and not a malfunction.

Troubleshooting

There is sound of wind blowing coming from the product.

- The product uses a fan for the cooling process. This is normal and not a malfunction.

There is condensation on the product's internal walls.

- Hot or humid weather will increase icing and condensation. This is normal and not a malfunction.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently; if open, close the door.
- The door may be ajar. >>> Fully close the door.

There is condensation on the product's exterior or between the doors.

- The ambient weather may be humid, this is quite normal in humid weather. >>> The condensation will dissipate when the humidity is reduced.

The interior smells bad.

- The product is not cleaned regularly. >>> Clean the interior regularly using sponge, warm water and carbonated water.
- Certain holders and packaging materials may cause odour. >>> Use holders and packaging materials without free of odour.
- The foods were placed in unsealed holders. >>> Keep the foods in sealed holders. Micro-organisms may spread out of unsealed food items and cause malodour. Remove any expired or spoiled foods from the product.

The door is not closing.

- Food packages may be blocking the door. >>> Relocate any items blocking the doors.

- The product is not standing in full upright position on the ground. >>> Adjust the stands to balance the product.
- The ground is not level or durable. >>> Make sure the ground is level and sufficiently durable to bear the product.

The vegetable bin is jammed.

- The food items may be in contact with the upper section of the drawer. >>> Reorganize the food items in the drawer.

If The Surface Of The Product Is Hot.

- High temperatures may be observed between the two doors, on the side panels and at the rear grill while the product is operating. This is normal and does not require service maintenance! Be careful when touching these areas.

The screen is flashing and a red exclamation mark (!) is shown.

- The product has lost power temporarily >>> Check the contents and press the alarm off button to clear message.
- The contents are warm >>> restart the appliance at the power socket and press the alarm off button to clear message.



WARNING:

If the problem persists after following the instructions in this section, contact your vendor or an Authorised Service. Do not try to repair the product.

9 Beko Customer Care

Before you call Beko for service or assistance...

Refer to your User Guide and check the following:

1. Your Appliance is correctly installed.
2. Your Appliance is connected to power.
3. You are familiar with its normal mode of operation
4. You have read the 'Recommended solutions for the problems'

If after checking the points above, the problem still exists, please call our Beko Customer Care hotline as listed below:-

If calling from Australia....

Beko Customer Care and talk to one of our consultants.

Toll Free Toll Free 1300AUBEKO 1300 282 356

Email:Beko.care@Beko.com * **Fax:** (07) 55493546

If calling from New Zealand....

Beko Customer Care and talk to one of our consultants.

Toll Free 0800NZBEKO 0800 69 2356

Email: Beko.care@Beko.com * **Fax:** (+617) 55493546

*** If you contact us by Email please provide the following details:**

Your name and Address

Date of Purchase

Model Number

Serial Number

Complete description of the problem or request